

**DEPARTMENT OF FAMILY AND SUPPORT SERVICES - HOMELESS SERVICES**  
**2021 - 2022 Scope of Services**  
**Cares Act Funding**

**SECTION A - AGENCY INFORMATION**

**Agency:** \_\_\_\_\_

**Program Model:** Centralized Shelter Intake, Transportation and Crisis Response

**Program Name:** \_\_\_\_\_

**Program Name in HMIS:** \_\_\_\_\_

**Unique Service Point HMIS ID:** \_\_\_\_\_

**Administrative Office Site Address & Ward:**

\_\_\_\_\_/Ward \_\_\_\_\_

**Listing of Program Sites:**

*Site #	Address	Zip	Ward	Site Name
1.				
2.				
3.				
4.				

\*Delegate agencies with more than one site should list them here and refer to # assigned to that particular site throughout the document.

P.O. Number	Contract Type/Funding Source
1.	
2.	
3.	
4.	
5.	
6.	

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**AGENCY CONTACT PERSON FOR THIS CONTRACT:**

**Executive Director**

Name: \_\_\_\_\_  
 Phone Number: \_\_\_\_\_ ext. \_\_\_\_\_  
 Fax Number: \_\_\_\_\_  
 E-Mail: \_\_\_\_\_

**Program Director**

Name: \_\_\_\_\_  
 Phone Number: \_\_\_\_\_ ext. \_\_\_\_\_  
 Fax number: \_\_\_\_\_  
 E-Mail: \_\_\_\_\_

**Fiscal Contact**

Name: \_\_\_\_\_  
 Phone Number: \_\_\_\_\_ ext. \_\_\_\_\_  
 Fax Number: \_\_\_\_\_  
 E-Mail: \_\_\_\_\_

**Reporting Contact**

Name: \_\_\_\_\_  
 Phone Number: \_\_\_\_\_ ext. \_\_\_\_\_  
 Fax Number: \_\_\_\_\_  
 E-Mail: \_\_\_\_\_

**BASIC PROGRAM OPERATION PER SITE ADDRESS**

**DAYS OF OPERATIONS**

*Please list all sites with corresponding site # from page 1. If site is open 24 hours per day, 7 days per week, please check box. If not, please list times the site is open on each day or indicate if site is closed.*

<b>Site #</b>	<b>24/7</b> <i>(check if so)</i>	<b>SUN</b> <i>(from-to)</i>	<b>MON</b> <i>(from-to)</i>	<b>TUES</b> <i>(from-to)</i>	<b>WED</b> <i>(from-to)</i>	<b>THU</b> <i>(from-to)</i>	<b>FRI</b> <i>(from-to)</i>	<b>SAT</b> <i>(from-to)</i>
1	<input type="checkbox"/>							
2	<input type="checkbox"/>							
3	<input type="checkbox"/>							
4	<input type="checkbox"/>							

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The target population for this program model is outlined in Exhibit A. Within this target population, please indicate which subpopulations are served under this contract:

<b>SUBPOPULATIONS SERVED</b> (CHECK ALL THAT APPLY)	
Single Adult Females Only	
Single Adult Males Only	
Single Adult Females and Males	
Families	
Unaccompanied Youth - Aged 18-24: Females Only	
Unaccompanied Youth - Aged 18-24: Males Only	
Unaccompanied Youth - Aged 18-24: Females and Males	

**NUMBER OF CLIENTS AND HOUSEHOLDS TO BE SERVED**

*Note: Numbers to be served should be projected. Please consult service data from previous years in making projections.*

Jan 1, 2021- Dec 31, 2021	Carryover from Dec	Jan –Mar (new)	Apr-Jun (new)	Jul-Sept (new)	Oct-Dec (new)	Total (new plus carryover)
Number of unduplicated clients to be served						
Number of unduplicated households to be served						

Jan 1, 2022- Sep 30, 2022	Carryover from Dec	Jan –Mar (new)	Apr-Jun (new)	Jul-Sept (new)	Oct-Dec (new)	Total (new plus carryover)
Number of unduplicated clients to be served						
Number of unduplicated households to be served						

**ADDITIONAL INFORMATION**

Is your program site [ADA](#) compliant?

- ☐ Yes  
☐ No

Does your agency adhere to [Section 504 Policies](#) ensuring accessibility and reasonable accommodations for persons with disabilities?

- ☐ Yes  
☐ No

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**DESCRIPTION OF PROGRAM AND ACTIVITIES – ALL PROGRAMS AS IT RELATES TO PREPARING, PREVENTING AND RESPONDING TO COVID-19**

Please review the Core Elements of the program model in Section B. In a brief statement, please describe activities to be performed to address the needs of the target population, as it relates to preparing, preventing and responding to COVID-19 and achieve key performance outcomes, focusing on activities not captured in Core Elements. If relevant, describe coordination with other source(s)/partner(s). This section is expected to describe the program(s) at full operational capacity.

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**SECTION B – PROGRAM GOALS AND CORE ELEMENTS**

**Introduction**

This program will provide centralized shelter intake, transportation, and crisis response to effectively meet the needs of vulnerable Chicagoans who are at risk of or experiencing homelessness. In partnership with this agency, DFSS will work to design, implement, and continually improve an efficient and compassionate centralized access point to the shelter system. Working with Chicago's 311 City Services, this agency will be the first point of contact for Chicagoans seeking shelter as well as other crisis response services. Critically, the services covered in this program need to be provided 24 hours a day, seven days a week, 365 days per year and across the entire City of Chicago.

Prior to the start of this contract the delegate agency will have taken part in transition planning and a transition process. This transition process will limit the disruption of services for people experiencing housing crises, partner agencies that rely on efficient placement services, and all other groups and systems that rely on this the critical services outlined above. DFSS requires that program operations must start on January 1, 2021 at 12:01am.

**Program Goals**

The goal of this program is to quickly connect Chicagoans experiencing a housing crisis or domestic violence to shelter, with a seamless, trauma-informed response as well as managing a real-time bed inventory and provide shelter referral, transportation, and outreach either in house or through subcontracted partners and respond to non-life threatening requests for assistance citywide.

**Target Population**

The target population for this program is any Chicagoan experiencing a housing crisis or domestic violence, in need of a wellness check or who is a survivor of fire or other disasters.

Services provided through this RFP must be delivered in a way that is sensitive to each individual crisis and respectful and supportive to all individuals and households served, including:

- Diverse ethnic populations
- Non or limited English speakers
- LGBTQ+
- People with disabilities
- People with low-incomes or who are unemployed
- People experiencing mental or behavioral health concerns
- Survivors of domestic violence
- All family compositions which includes families with children who are 18 years of age or older and are still enrolled in and attending high school
- People without documentation
- Youth and young adults
- Older adults

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**Core Elements**

Services listed below must be provided 24 hours a day, seven days a week, 365 days a year across the entire city of Chicago.

Maintain the city-wide clearinghouse for shelter beds and respond to requests for shelter for all populations

- **Serve as the central clearinghouse for shelter beds and maintain a real-time inventory of available beds:** Maintain an up-to-date and accurate inventory of available beds across the homeless system for single individuals as well as coordinate family bed availability with the Emergency Homeless Assessment and Response Center (EHARC) operated by The Salvation Army.
- **Conduct intake and referrals to shelter:** Receive shelter requests from 311's Salesforce system, contact clients, conduct intake assessments, assist households in identifying any safe alternatives to shelter, match households to shelter (including domestic violence shelters) placements based on need and bed availability and update the 311 system with progress notes on referrals.

Physical space for citywide intake for singles

- **Manage and staff a central intake point for singles:** Provide on-site, 24 hours a day, seven days a week, crisis management, and a waiting area for singles seeking shelter at the Garfield Community Service Center located at 10 S. Kedzie Avenue. See "Work site requirements" for additional information about the costs associated with this site.
- **Provide shelter diversion for singles:** Shelter diversion is a brief intervention that takes place when a client first touches the homeless system. It empowers persons facing imminent homelessness to identify safe and appropriate housing options, thereby avoiding shelter and returning immediately to housing. The practice of diversion is built on experienced, well-trained staff (diversion experts) capable of facilitating a conversation that fosters creative solutions for alternative housing options outside of shelters. The Delegate must identify key staff that will be trained specifically for diversion conversations, create staffing schedules that provide time for staff to have one-on-one, in-depth conversations with individuals seeking shelter, and record diversion data in HMIS.

Transportation support

- **Dispatch and transportation to shelter:** Coordinate the transportation of clients from their location or designated locations to shelter or other placements.
- **Maintain vehicle fleet:** Delegate will be responsible for determining the number and type of vehicles needed to provide services. All vehicles will need to be labeled or marked as belonging to the delegate and they will need to maintain Automobile Liability Insurance and Excess/Umbrella Liability Insurance. Additionally, the delegate will need to ensure that all drivers have a valid driver's license and meet all driving requirements as required by the State of Illinois. DFSS suggests maintaining a minimum of seven 12-passenger vans. At least two vehicles must be able to accommodate persons in wheelchairs. Number of van must be equal to or greater than the maximum number of teams on shift. The delegate may conduct transportation dispatch activities at either 10 S. Kedzie or an alternate site proposed by the delegate. DFSS can provide the delegate with access to parking spaces at its Garfield Community Service Center located at 10 S. Kedzie Avenue. If the delegate is proposing an alternate work site for dispatch, that location must have a secured on-site parking lot.

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- **Other transportation needs:** As assigned by DFSS provide relocation assistance; support for outreach and engagement initiatives; and additional transportation for Crisis Response activities listed below.

Crisis response

- **Well-being checks:** Receive well-being check requests from 311's Salesforce system, visit homes of at-risk seniors and Chicagoans to verify that the resident is safe and well; follow up may include referrals to DFSS Senior Services Division depending on need or coordinate with Chicago Police Department as needed.

Services outlined below are to supplement the City's Homeless Outreach and Prevention (HOP) team and to cover emergency, overnight, and weekend service gaps in City outreach staffing.

1. **Assistance for victims of fire or other disasters:** Assist with relocation and transportation to temporary shelter as requested by relevant City agencies or partners.
2. **Outreach and engagement:** Canvas areas of the city to offer homeless residents' access to shelter placement and other facilities (e.g. substance abuse treatment) and transportation to these facilities as requested by DFSS.
3. **Transportation in extreme weather:** Support the City's response to extreme weather events as requested by DFSS (e.g. increase staffing to provide additional transportation for residents to City and non-City operated warming and cooling centers, and to engaging unsheltered residents).
4. **Staffing support in extreme weather:** The City's six community service centers operate as warming/cooling centers in extreme weather. Delegate will provide staff and coordination support during extreme weather events including:
  - a. Support the City's staff capacity for outreach
  - b. Manage client intakes at the Garfield Community Service Center's warming/cooling center during evening/night shifts and on the weekends during extreme weather events as requested by DFSS.
  - c. Coordinate with the other six Community Service Centers as needed.
5. **Mass care services:** Support the City's response to a citywide emergency as requested by DFSS and directed by the Office of Emergency Management and Communications (OEMC) (e.g. mass relocation of impacted residents to temporary emergency shelters).
6. **Emergency vacate orders:** Relocate households displaced by eviction and vacate orders to shelter or alternative residences as requested by DFSS and relevant City agencies.

**SECTION C – PERFORMANCE MEASUREMENT**

**Overview**

DFSS is committed to moving beyond measuring *how many* people received services, to focus on whether Chicagoans are *better off* after receiving services. As part of this outcome-oriented approach, DFSS has implemented a Strategic Framework that guides how the department measures, reports on, and reviews its priorities and outcome goals, and uses them to drive contracting, decision-making and greater collaboration. The DFSS Homeless Services Division seeks to actively and regularly collaborate with delegate agencies to enhance contract management, improve results, and adjust program delivery and policy based on learning what works.

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**Performance Indicators**

To track progress toward achieving the outcome goals of this program and assess success, DFSS will monitor a set of performance indicators that may include, but are not limited to:

- 75% of shelter placement requests will be completed within 3.5 hours (from notification by 311 of shelter request to drop-off of client at shelter) and the remaining 25% within 5 hours.
- 75% of well-being checks will be completed within 3.5 hours (from notification by 311 to case closure) and the remaining 25% within 5 hours.
- 75% of other transportation requests will be completed within 3.5 hours and the remaining 25% within 5 hours.
- The delegate is expected to complete and close 90% of the 311 City Service Requests within 24 hours and the remaining within 48 hours.

Additionally, DFSS is interested in gaining a better understanding of the factors driving the low placement rate, and identifying the appropriate placement rate targets. DFSS is also interested in taking an equity based approach to understanding and addressing disparities in the placement rate related to race, gender, age, sexual orientation, disability, neighborhood, or language.

Within this framework, DFSS is focused on continuous improvement against these metrics in pursuit of meeting or exceeding those targets over time. We are committed to working with delegate agencies to monitor performance against these indicators, including establishing relevant baselines or benchmarks and sharing data with delegate agencies to assess and understand our progress.

**Data Reporting**

As part of DFSS' commitment to become more outcomes-oriented, the Homeless Division seeks to actively and regularly meet to collaborate with delegate agencies to review program performance, learn what works, and develop strategies to improve program quality throughout the term of the contract. Reliable and relevant data is necessary to ensure compliance, inform trends to be monitored, evaluate program results and performance, and adjust program delivery and policy to drive improved results. As such, DFSS reserves the right to request/collect other key data and metrics from delegate agencies, including client-level demographic, performance, and service data, and set expectations for what this collaboration, including key performance objectives, will look like in any resulting contract.

Program Leadership will be expected to collect and report client-level demographics, performance, and service data. These reports must be submitted in a format specified by DFSS and by the deadlines established by DFSS. The Centralized Shelter Intake, Transportation and Crisis Response delegate will submit daily, weekly and quarterly reports to the DFSS Homeless Division.

Delegate must accurately collect, maintain, and reporting on clients served, demographic characteristics, services provided, and outcomes met. Program staff are required to enter data into the following information systems on a daily basis:

- Salesforce - 311 City Service Database
- Homeless Management Information System (HMIS) - Homeless client information



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Delegate agency must implement policies and procedures to ensure privacy and confidentiality of client records for both paper files and electronic databases. The City's Information Security and Information Technology Policies are located at [https://www.cityofchicago.org/city/en/depts/doit/supp\\_info/is-and-it-policies.html](https://www.cityofchicago.org/city/en/depts/doit/supp_info/is-and-it-policies.html).

**Meetings**

Regular reviews of and conversations around program performance, program results and program data, particularly related to the goals outlined in this agreement, will allow DFSS and the delegate agencies to employ real-time information to track performance, identify good practice, and swiftly, collaboratively, and effectively address any challenges experienced on the ground by delegate agencies and the target population.

At such meetings, the parties will review data and reports to:

- a) Monitor progress, highlight accomplishments, and identify concerns
- b) Collaboratively design and implement operational changes to continuously improve processes and outcomes
- c) Develop strategies on broader systems changes to improve service delivery and coordination between services

Periodic meetings may take place according to a schedule to be established by DFSS, with reasonable notice provided for delegate.

Meetings shall include, at least, the DFSS Division Director, or designee, and the delegate agency's chief executive officer, or designee. Each party may be represented by additional representatives as such party deems appropriate. DFSS may request the attendance of additional parties as it deems appropriate. Representatives from delegate agencies will attend all meetings as requested by the Department. Meetings may take place individually or jointly with other delegate agencies.

**Uses of Data**

DFSS reserves the right to use data related to delegate agency performance, including but not limited to data submitted by the delegate agency, for the following:

- a) In the periodic meetings described above to review program performance and develop strategies to improve program quality throughout the term of the contract.
- b) To guide DFSS program development, evaluate programs, inform policies, and inform contract decisions such as payment rates, contract extensions or renewals, and evaluation of proposals by the delegate agency in response to any future solicitations by DFSS for goods or services.
- c) Any other purposes identified by DFSS.

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**SECTION D – REQUIREMENTS**

**Program Requirements**

Programs must adhere to the standards set forth in the CARES Act. The Coronavirus Aid, Relief, and Economic Security Act of 2020 (CARES Act). <https://www.congress.gov/bill/116th-congress/house-bill/748/text>

Programs must adhere to the standards set forth in the **HEARTH Act**, see <https://www.hudexchange.info/homelessness-assistance/hearth-act/>. Agencies are responsible for learning about any revisions or updates to the legislation throughout the course of the contract and revising policies and procedures as necessary.

Programs must adhere to the Core Values and Core Elements of homeless services programming, as defined by the Chicago **Continuum of Care** in the **Community Standards** see <https://allchicago.org/wp-content/uploads/2020/09/IL-510-Community-Standards-Approved-2020.02.pdf>

Work site requirements

DFSS will provide office space for the delegate to manage and staff the central clearinghouse for homeless single persons at its Garfield Community Service Center located at 10 S. Kedzie. The delegate will be required to enter into a lease agreement with the Department of Asset and Information Services. The agency will not be charged rent but will be responsible for a pro-rated portion of operating costs based on the square footage of the leasehold – 3,461 sq. ft. – in relation to the 10 S. Kedzie Avenue building; the cost includes utilities, telecommunications, custodial, security, engineering services, landscaping, pest control, and other associated costs. Delegate staff will have access to an on-site office space which seats up to 35 people and is currently furnished with desks, chairs, etc. The delegate may use any existing furniture but will be responsible for purchasing and/or providing any additional furniture, the purchase of which will not be considered as an allowable cost under this contract. The delegate must receive prior permission from DFSS before performing any significant re-configuring/construction of the space.

Technology requirements

DFSS can provide computers, printers, internet access and configuration, and access to all specific databases necessary to complete the outlined tasks. Currently, computers are Dell Optiplex 7470 with a Windows 10 Operating System; Office Suite products will not be provided.

Staffing requirements

The Program is responsible for determining the number and qualifications of staff required to provide services. Delegate must have staff with robust backgrounds in human services and experience with clinical issues including mental health and substance abuse. The proposed staffing model should provide 24 hours a day, 7 seven days a week coverage and include both supervisory, service, and administrative positions to adequately manage the fleet of vehicles, operations, service provision, and placement of families or individuals that are in crisis. DFSS recommends a minimum staffing schedule as follows:

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##### Weekday

1st shift (Overnight), 4-6 staff

2nd shift (Day), 8-10 staff

3rd shift (Evening), 8-10 staff

##### Weekend

1st shift (Overnight), 2-4 staff

2nd shift (Day), 4-6 staff

3rd shift (Evening), 4-6 staff

#### Additional and Priority DFSS Requirements for All Programs

- **Family preservation:** Programs designated to serve families with children under 18 shall not deny admission to any family based on the age of any child under age 18, family composition or the marital status of the adults in the family. Families with children who are 18 years of age or older and are still enrolled in and attending high school should not be separated. Families served must consist of one or more dependent children in the legal custody of one or more adults who, prior to losing housing, were living together and working cooperatively to care for the children. This definition includes two-parent and one-parent families, including those with same-sex partners, families with intergenerational and/or extended family members, unmarried couples with children, families that contain adults who are not the biological parents of the children, and other family configurations.

To reflect this family preservation policy, delegate agencies must have written standards for eligibility that promote access to program services for all families, regardless of the age of children, family composition or marital status.

- **Programmatic changes:** Please note if there are any changes to your staff, facility, facility location or Scope you must notify in writing to your DFSS Program Liaison and Director of Homeless Services Division.
- **Participation in system activities:**
  - Assist DFSS in responding to extreme weather emergencies.
  - Participate in the Annual Homeless Point in Time Count and other special initiatives as required by DFSS.
  - When requested, conduct Yearly Public Health and Fire inspections in collaboration with DFSS and other appropriate entities.

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- **Must voucher monthly.** Below illustrates what percentage of the grant should be expended quarterly.
  - First quarter – 25%
  - Second Quarter – 50%
  - Third Quarter – 75%
  - Fourth Quarter – 100%
  
- **Additional requirements if applicable:**
  - All agencies that work with children shall be in compliance with the Illinois Child Abuse and Reporting Act; employees shall complete the Mandated Status Form & it must be kept filed at agency.
  - Background checks are required for programs whose staff and volunteers have interaction with children.
  - All agencies that handle food must have appropriate staff with food handler certificate.

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**SECTION E – SUBMITTAL AND APPROVAL**

**CERTIFICATIONS:**

- ☐ By checking this box your agency certifies that all information provided in the Scope of Services is correct and that your agency will comply with the requirements listed in the Scope of Services.

**SUBMITTAL AND APPROVAL:**

a) Applicant signature <b>Original must be signed in blue ink</b>	
b) Name (typed)	
c) Date submitted:	
d) DFSS Staff signature:	
e) Name (typed):	
f) Date approved	

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**Source Documents**

Provided below are hyperlinks to source documents. It is your due diligence to read and understand funding source rules and regulations:

**U.S. Department of Housing and Urban Development (HUD)**

<https://www.hudexchange.info/>

Emergency Solutions Grant (ESG) Program Regulations:

<https://www.gpo.gov/fdsys/pkg/FR-2011-12-05/pdf/2011-30938.pdf>

Emergency Solutions Grant (ESG) Eligible and Ineligible Activities:

<https://www.hudexchange.info/resources/documents/ESG-Program-Components-Quick-Reference.pdf>

CDBG Regulations: <http://www.ecfr.gov/cgi-bin/text-idx?SID=7db635ac5b5e89240f57194fa0125f1f&mc=true&node=pt24.3.570&rgn=div5>

<http://www.ecfr.gov/cgi-bin/text-idx?SID=7db635ac5b5e89240f57194fa0125f1f&mc=true&node=pt24.3.570&rgn=div5>

CDBG Eligible and Ineligible Activities: (570.201-eligible activities; 570.207-ineligible activities) <http://www.ecfr.gov/cgi-bin/text-idx?SID=7db635ac5b5e89240f57194fa0125f1f&mc=true&node=pt24.3.570&rgn=div5>

<http://www.ecfr.gov/cgi-bin/text-idx?SID=7db635ac5b5e89240f57194fa0125f1f&mc=true&node=pt24.3.570&rgn=div5>

**U.S. Department of Health and Human Services (HHS)**

CSBG Regulations:

<https://www.gpo.gov/fdsys/pkg/USCODE-2010-title42/pdf/USCODE-2010-title42-chap106.pdf>

Ineligible Activities-42 USC Ch. 106 § 9918

**Illinois Department of Human Services (IDHS)**

<http://www.dhs.state.il.us>

Illinois Department of Commerce and Economic Development: Community Services Block Grant (CSBG) Web Page (includes Eligible Activities)

<https://www.illinois.gov/dceo/CommunityServices/HousingAssistance/CSBG/Pages/default.aspx>

Illinois Department of Human Services Homeless Services Program Manual  
Emergency and Transitional Housing (includes Eligible and Ineligible Activities)

<http://www.dhs.state.il.us/page.aspx?item=75395>